

CUSTOMER SERVICE SPECIALIST PRINCIPAL

KIND OF WORK

Administrative support work providing complicated specialized information and services to external customers such as citizens and private and public organizations in person or over the phone. (Employees in this class spend at least 60% of their time working directly with external customers.)

NATURE AND PURPOSE

Under limited supervision, analyzes and provides specialized information and services about agency programs and services to external customers. At this level, employees often resolve complicated and/or volatile issues that require persuading or influencing others' behavior. At the Principal level, employees have the authority, knowledge and judgment to devise solutions which may fall outside existing administrative guidelines and procedures.

The Customer Services Specialist Principal differs from the Customer Services Specialist Senior in the following ways:

- Principal: at the Principal level, employees use their specialized knowledge of program(s) to resolve complicated issues that in some instances, overlap with professional problem solving. The Principal receives questions and issues from other agency staff that have no clear procedural or statutory response and require interpretations of existing guidelines by the Principal. Employees at this level work cooperatively with staff from other units and divisions within their own agency and may work with staff from other agencies to plan and coordinate program and communication changes.
- Senior: at the Senior level, employees answer complicated requests for information where there are no clear procedural responses. Seniors seek answers and solutions to questions by searching past precedents and documented exceptions to procedures. Seniors may recommend changes in procedures to accommodate changes in programs and general guidelines.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provides specialized information in response to inquiries from external customers in person, over the phone and at training sessions or workshops. Issues at this level require authority, knowledge and judgment to devise solutions which fall outside of existing administrative procedures and guidelines.

Analyzes requests for information and assistance by researching existing procedures, past interpretations and decisions and related resources. Decisions may establish procedural precedents.

Serves as the primary customer service liaison with other work groups/teams within an agency to identify customer service problems and issues. Effectively recommends solutions to reduce and/or eliminate service problems and delays.

Advises and trains co-workers on complicated problems; schedules co-worker assignments to ensure balanced and full coverage of telephones and service counter during business hours.

Resolves customer complaints and problems that are referred by senior-level Customer Service Specialists and the work group's supervisor.

Drafts and edits content items for inclusion in a variety of customer service and agency manuals, guidebooks, bulletins, newsletters, etc. to explain the full range of services provided by the agency.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Agency programs and services sufficient to answer precedent setting questions.

Agency procedures and administrative guidelines sufficient to plan and coordinate program and communication changes.

Interviewing techniques sufficient to obtain information from diverse clients.

Legal, medical and/or other technical terminology for some positions.

General office practices such as basic math, typing and related duties.

Ability to:

Use good human relations skills to interact with others (common courtesy, tact, interest in positive problem resolutions, empathy and logical organization of ideas.

Speak in front of groups to give presentations and/or workshops.

Train others in technical and human relations skills.

Write manuals and other informational documents in a clear and concise manner.

Calm angry or confused customers so that necessary information can be gathered and communicated.

Maintain the confidentiality of private information in order to comply with laws, rules, policies and procedures.

Design procedures.

Organize and prioritize one's own and other work.